
SECTION: Farmers' Market Nutrition Program

SUBJECT: FMNP Program Complaints

ITEM: FMNP Program Complaints

Policy

Local agency (LA) shall document and report complaints relating to Farmers' Market Nutrition Program (FMNP) from WIC participants, authorized farmers, or market managers to the State WIC Program.

Required Procedures

The LA shall:

- I. Inform the participant, Market Manager, or farmer they have the right to file a complaint.
- II. Interview the complainant who initiated the complaint on the following:
 - A. Nature of the complaint (other than Civil rights complaints. Refer to WPM 510-40 for guidance if the complainant alleges or you suspect discrimination).
 - B. Details of the complaint
 1. If the complaint is against an **individual farmer** at a market, the complainant should note the farmer's or business name, the market location, and date and time the problem occurred.
 2. If the complaint is against a **WIC participant** at a market, the Market Manager or complainant should ask for the participant's I.D. number, name, WIC local agency name, and note the date and time the problem occurred.
 3. Interview a third party or other people, if possible, to determine whether the problem is widespread or occurred only once.

4. Complete the "FMNP Complaint Form" in Appendix 950-08 and forward it to:

WIC FMNP Coordinator
CDPH WIC Program
3901 Lennane Drive
Sacramento, CA 95834
Phone: (916)928 8513
Fax: (916)263-3314

5. Receive and keep on file confirmation from the State WIC Office that the complaint was received within five business days.
 - a. Follow State WIC Office staff guidance to follow-up on the complaint.
 - b. Keep a copy of the complaint on file for 3 years.

Authority

7 CFR parts 15, 15a and 15b
7 CFR 248.7